

Planning Objective 1E: Waiting List Support Service (WLSS)

Personalised Contact for Patients Waiting for Elective Care

&

The Orthopaedic Prehabilitation Service

Planning Objective 1.E: To establish a process to maintain personalised contact for elective care patients which will:

- Keep them regularly informed of their current expected wait
- Offer a single point of contact should they need to contact us
- Provide advice on self-management options whilst waiting
- Offer advice on what to do if their symptoms deteriorate
- Establish a systematic approach to measuring harm – bringing together the clinically assessed harm and harm self-assessed by the patient and use this to inform waiting list prioritisation
- Offer alternative treatment options if appropriate
- Incorporate review and checking of patient consent

WLSS pilot video and Online resources on “How to Prepare for Treatment”

<https://www.youtube.com/watch?v=Y7t6wcZGqGM>

<https://hduhb.nhs.wales/find/preparing-for-treatment>



Situation WLSS:

- WLSS fully established with non-clinical and clinical call handlers recruited into permanent posts. Current funding agreed until March 2023.
- Call handlers scripts, clinical escalation plans and online resources on how to “Prepare for Treatment” with advice on self management developed.
- Phased roll-out plan in progress. Over 10,800 Stage 4 patients have been contacted with an offer of support via a single point of contact (T&O, ENT, Urology, Dermatology, Ophthalmology, Gynae).
- 3700 Phone contacts, 197 email contacts and over 4500 visits to the online resource pages with advice on Waiting Well and Preparing for treatment
- Next phase: General surgery, Gastro and colorectal (total n=3425) with the aim of all stage 4 patients being contacted by November 2022.

Situation (cont'd) WLSS:

- Service working with Prehabilitation Services in Orthopaedics and Prostate Cancer to ensure a seamless offer of support, optimisation and signposting
- Developing strong links with other services and 3rd sector to develop an holistic offer of support whilst patients are waiting (EPP/ NERS/ Versus Arthritis/ Community connectors)
- Piloting a process of providing new patients with WLSS information and contact details at the point of listing (leaflet in clinics)
- Service evaluation and impact assessment in progress – including patient feedback and experience

Situation (cont'd) WLSS Case Study:

66 Year old patient on the elective orthopaedic waiting list for a left knee replacement for 3 years contacted the WLSS due to a deterioration of his orthopaedic symptoms. His pain has significantly increased to the point he could only work for 2 hours a day, he reported a loss of function and mobility and he was not able to go upstairs anymore and now relied on a mobility aid to walk. He also reported he had recurrent falls over the last 18 months. The non- clinical call handler escalated his deterioration of his orthopaedic problems to the orthopaedic team for review (within the agreed escalation process).

The call handler also escalated the call to the therapist within the WLSS for a more in-depth clinical assessment based on the patient's symptoms and recurrent falls.

The therapist performed a short falls screening assessment and on further discussion it also became evident that the patient had begun to form a fixed flexion contracture in their left leg/ knee, with muscle shortening as a result on pain and joint changes due to OA.

As a result of the patient contacting the WLSS the following actions took place:

- Orthopaedic team contacted and arranged for a repeat x-ray of his knee and will be reviewed with the results.
- The patient consented to the clinical lead therapist making a referral to the physiotherapy service to help avoid his leg contracture becoming worse or permanent and to provide safe and effective exercises to build strength and balance to reduce the risk of falling
- The WLSS will escalate patient to the orthopaedic prehabilitation team to help optimise his health for surgery.
- The patient was posted out information regarding community support groups e.g. Versus Arthritis Cymru and reminded of the online resources on managing symptoms and how to prepare for treatment.

Situation Orthopaedic Prehabilitation:

- In addition to the WLSS, HDUHB also developed and implemented a **tiered Virtual MDT Orthopaedic Prehabilitation Service** for patients awaiting elective hip or knee arthroplasty in order to prepare for surgery and to support Waiting well
- Project funded through WG Out-patient Transformation and Planned Care Recovery funds
- Current funding agreed till June 2023

TIER 1

8-Week online prehabilitation programme on a digital personal held health record (PKB)- patients contacted in May 2022 via a letter to offer an online programme:

- Over 450 patients signed up to the programme on PKB
- Plans to contact another 1000 patients proactively to offer Tier 1 prehabilitation whilst they are waiting
- Newly listed patients will be offered the programme on listing moving forward
- Available for all patients elective awaiting hip/ knee arthroplasties

TIER 2

'Live' virtual group prehabilitation supported by technology enabled care and an App (12 sessions over 12 weeks)- currently offered to longest waits/ Priority 2 patients (surgical priority patients):

- 16 Group cohorts been through the programme (103 patients) with new cohorts continuously starting as others are finishing
- 192 Virtual group consultation
- 18 patients supported to use digital technology for the first time (wider digital inclusion strategy)
- 103 Patients monitored remotely during the programme with technology enabled care
- Over 600 virtual consultations (VGC plus initial virtual assessments)
- PROM/PREM data captured via DrDoctor

TIER 3

Virtual 1:1 sessions for individuals with more complex care needs or not suitable for group consultations- currently offered to longest waits/ Priority 2 patients (surgical priority patients):

- 143 patients requiring Tier 3 1:1 sessions
- 308 Tier 3 virtual sessions
- PROM/PREM data captured via DrDoctor

- Week 1 Introduction to Prehabilitation
- Week 2 Osteoarthritis
- Week 3 Healthy Eating with Arthritis
- Week 4 Mental Wellbeing
- Week 5 Pain Management
- Week 6 Health and Wellbeing
- Week 7 Fatigue and occupation
- Week 8 Next steps

Week 1 Introduction to Prehabilitation

Introduction to Prehabilitation

Welcome to week one of the Orthopaedic Prehabilitation Programme. We understand that you are on the waiting list for a joint replacement. The aim of our programme is to maintain and improve your fitness levels, educate you about a healthy lifestyle and prepare you for your upcoming surgery. The key elements are exercise, healthy eating, psychological well-being and managing day-to-day activities. Prehabilitation prior to surgery will help you be as fit as you can be for when you have a date for your operation. Evidence also shows that it can improve outcomes and reduce complications following your surgery.



In this section you will find a set of videos that have been designed to help to support you as you begin your journey to build strength, increase stamina to enable you to perform your day-to-day activities. The first video will provide you with some of the background information and a guide of where to start - we recommend that you watch this video before you complete the physical activity video.

Tier 1: Week 1 & 2 of the 8-week PKB programme. Welsh version also available



Below is the first exercise video which focuses on mobility. You can buy some extra equipment seen in the videos to make some exercises more challenging, such as therabands and weights. We do recommend that you wear supportive and enclosed footwear (such as trainers) and loose, comfortable and cool clothing. Make sure you also have a glass or bottle of water at hand, should you need it. A standard chair is also needed to perform these exercises.



We recommend that you complete the exercise activity video twice per week.

We recommend that you complete the EQ5DL questionnaire at the end of each week. This will help demonstrate your progress throughout the coming 8 weeks.

Week 2 Osteoarthritis

Welcome to week 2 of the Orthopaedic Prehabilitation Programme. This week's information video focuses on osteoarthritis which is the reason most of you are on the waiting list for surgery. The video has been designed to educate you on osteoarthritis and its management including healthy eating tips. There are two videos on osteoarthritis, one specific to the hip, the other to the knee.



This week's exercise video focuses on function which is important to enable you to manage day to day activities before and after your planned surgery. We would again encourage you to fill in the exercise tracker/diary in the [library](#) as you complete the exercises.



Activity: Please complete the activity below:

What healthy changes can I make during the next week to increase my activity levels and improve my eating?

We recommend that you complete the EQ5DL questionnaire at the end of each week. This will help demonstrate your progress throughout the coming 8 weeks.

Activity: Please complete the EQ5DL questionnaire to help track your symptoms. To complete this, navigate to "send a consultation" on the homepage or within Events and Messages and choose the option EQ5DL.

Please access your [library](#) for more information on osteoarthritis

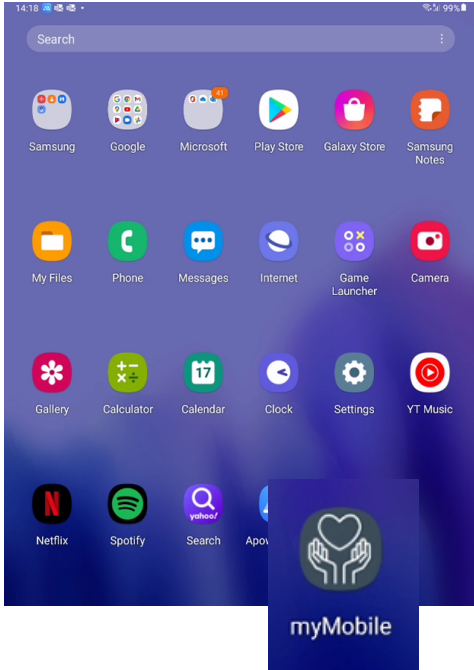
Well done on completing Week 2 of your Orthopaedic Prehabilitation programme- keep going!

We hope that you have more of an understanding of osteoarthritis which will help you manage it better while you wait and prepare for your joint replacement.

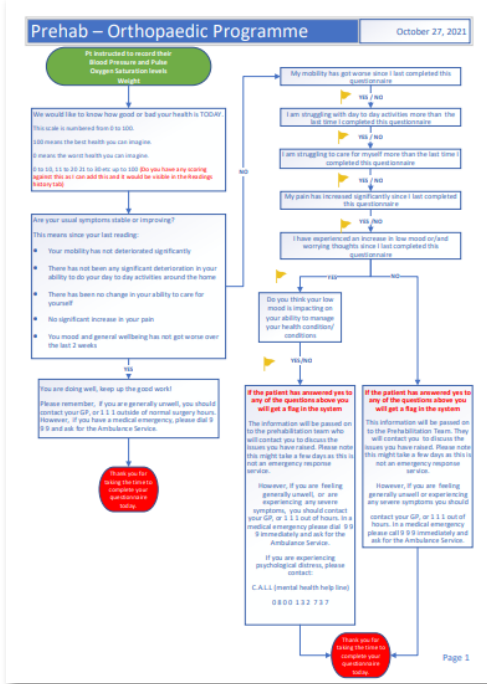
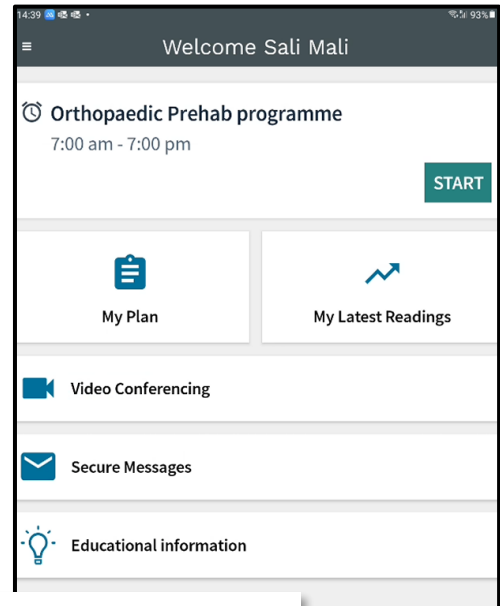
Next week we are looking at **Healthy eating with arthritis** which will give you some very useful advice on nutrition and managing your weight which can affect your joints and consequently have an impact on your surgery.

Have you completed week 2 of the plan? Please select

- ☐ Yes
- ☐ No
- ☐ Partially



Tier 2/3 Prehabilitation: App, TEC equipment and monitoring, leaflets, decisions tree



Monitoring your health at home



Telehealth is technology to help monitor your health from the convenience of your home.



Make self-monitoring a part of your daily routine

Patients using technology said they found monitoring their health became a part of their normal daily routine, and they would take their readings more regularly.

Prehabilitation Case Study

Rhys is one of our Teulu Jones family members. The Jones family, is not a real family but based on health and well-being information about people living in our communities at different stages of their life.

Rhys is 52 years old. He lives with his wife Sioned, daughter Lianne and grand-son Ben. Rhys is a long distance lorry driver and is away from home a couple of nights a week. He has smoked and is overweight, due to a combination of poor diet and limited physical activity.

Find out how telehealth equipment has been supporting Rhys ...

“While being on the waiting list for treatment I have used telehealth equipment from my own home and while working away to check my blood pressure, oxygen levels and monitor my weight. This has allowed me to take part in a prehabilitation programme to prepare me for my treatment. Using the telehealth equipment and knowing professionals are reviewing the results, I feel more confident that I am managing my own health and wellbeing. I know that maintaining and improving on this will ensure I get the treatment I am waiting for and help my recovery. Without technology, I wouldn't be able to do this. It's quite incredible.”

Severity	Patient	NHS Number	Vitals	Queue
High	Ferguson, Madeleine Middle	111 111 1316	86	High
High	Tester3, Tester	380 000 0083	11	High
High	Tester, Tester	550 000 0055	3	High
High	John Smith	668 269 8596	7	High
High	ewariew2, Justin	234 132 4123	8	High
High	Sheppard, Shannon	111 111 1375	7	High

Patient: Mali, Sali
DOB: Mar 05 2015
NHS Number: 450 000 0054

Observations for Period
From: Mar 01 2022
To: May 10 2022

Pulse (bpm)

Limits and Alerts: None

Date	Pulse (bpm)	Alerts
Mar 02 2022 09:31	69	
Mar 02 2022 10:23	69	
Mar 02 2022 13:25	68	
Mar 03 2022 10:02	69	
Mar 03 2022 10:02	70	
Mar 08 2022 18:17	69	
Mar 17 2022 14:56	80	
Mar 17 2022 14:56	82	
Mar 22 2022 14:43	68	
Mar 22 2022 14:43	68	
Mar 30 2022 10:49	68	
Mar 30 2022 14:27	69	

This report contains confidential personal information and is for direct care purposes. If you have accessed this form in error, please contact the center or sender immediately.
Report Date: May 09 2022 10:11 BST

Situation (cont'd) Orthopaedic Prehab Patient feedback:

I've lost 1 stone since the start of this programme and the monitoring devices, particularly the weighing scale has helped. Knowing that your team is looking at the results, it gave me motivation and I would not have lost this weight otherwise.

72 year old awaiting TKR

I've found the programme really helpful. I've enjoyed the exercises and have felt they have helped. The dietetic information and advice provided by the dietician helped me lose a few pounds since joining the programme in preparation for the surgery. My husband has also made healthier changes to his diet."

72 year old awaiting THR

Using these devices has made me more aware of my health and I feel I'm much more health conscious now.

65 year old awaiting THR

I definitely feel like the program is making a difference. Before, my shoulders and joints were getting stiff, and since doing the exercise and continuing to do them a few times a week, I feel a lot better and looser and more mobile."

70 year old awaiting THR

I was worried when I first got told about using the equipment as I'm not confident with technology, but I've found it very easy to use and it's been great.

75 year old awaiting THR

WLSS Risks and Mitigation

- Risk register in place with weekly review and updates at monthly WLSS Steering Group meetings
- WLSS Oversight Group established to provide strategic direction and governance

Recommendation

For SRG to take an assurance from the presentation provided.